

Plumbing and Domestic Heating Technician

Industry: Building Services*

City & Guilds code: 9189

*Funding bands from May 2017



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monitor performance.

prepare for end-point assessment
simple, flexible service meets
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The City & Guilds Plumbing and Domestic Heating Technician apprenticeship

The apprentice journey



1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

1 On-programme: what apprentices need to learn

Apprentices need to complete 20% off-the-job training during on-programme and specific rules govern this vital element. You can track and authorise the 20% through our e-portfolio, Learning Assistant. Apprentices need to know:

Knowledge

- health and safety
- core plumbing systems
- electrical components and control systems
- plumbing science and processes
- principles of environmental technology systems
- principles of fossil fuels
- customer service
- communication.

Behaviours/attitudes

- honesty and integrity
- dependable and responsible
- enthusiasm and positive attitude
- quality focus
- willingness to learn
- work with others
- sustainable working.

Skills

- safe working
- core plumbing system techniques
- electrical components and control systems techniques
- supervisory skills.

Options

- fossil fuel natural gas
- fossil fuel oil
- fossil fuel – solid fuel
- environmental technologies

Mandatory Qualification	Task Manual	Learning Assistant (e-portfolio)	Enhanced SmartScreen	Guidance Documents
The core units of the City & Guilds Level 3 Plumbing and Domestic Heating (9189) are closely aligned to the content of the apprenticeship standard and enhance the on-programme experience for the apprentice and employer.	Available in print and as part of our e-portfolio, the customer service task manual guides learners through step-by-step tasks that develop the skills, knowledge and behaviours required.	Learning Assistant is an innovative and cost effective e-portfolio solution that	Virtual learning – engaging and interactive e-learning modules allow apprentices to work at their own pace. The content covers majority of modules, preparing apprentices for their end-point assessment. Tutors can track activity and results.	<ul style="list-style-type: none"> - Guidance for apprentices and training providers to help prepare apprentice for their end-point assessment will be available. - Qualification handbook if applicable.

Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: cityandguilds.com/functionalskills

Multiple Choice Test

This is made of 50 questions,
multiple choice, centrally set
and marked. The knowledge
areas will be selected from an
assessment bank that covers the

Progression in the building services industry with City & Guilds Group

This apprenticeship is part of our wider offering in the building services sector. We provide the following apprenticeship opportunities.



How our offer supports you:

Supportive payment structure

When you choose us for EPA you pay a small registration fee and the balance once the EPA has taken place and results submitted.

Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops